

Unified CCX AppAdmin SocialMiner Configuration Page Shows a Mismatch for Feed/Campaign/Notification

Problem Summary	Log in to Unified CCX AppAdmin and go to Subsystems > Chat > SocialMiner Configuration page. The page displays an error or the SocialMiner status section shows a mismatch for the feed/campaign/notification.
Error Message	Mismatch/Missing configuration.
Possible Cause	Feed/Campaign/Notification rule got deleted by mistake in SocialMiner.
Recommended Action	<ul style="list-style-type: none"> - Log in to Unified CCX AppAdmin. Go to Subsystems > Chat > SocialMiner Configuration page and verify the Hostname/IP address and the login credentials of the social miner server. - Click the Save button. This will fix any mismatch in the social miner configurations. - Watch the status section for success message. - In case of an error related to invalid IP address or login credentials, try saving the page with valid SocialMiner server details. - In case of any other failure message, check the SocialMiner status section for the status of Feed, Campaign, and Notification creation. <p>If any of the above configurations show mismatch, try deleting the feed/campaign/notification manually from the SocialMiner administration page.</p>
Release	Release 9.0(1)
Associated CDETS #	None